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Browser Requirements

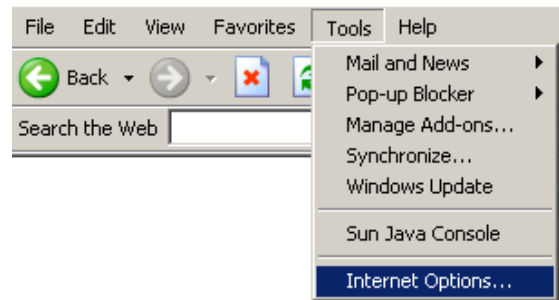
The following browser settings are required to access CalREDIE:

***Please note:** If you are unable to access or change any of these settings please contact your system administrator.

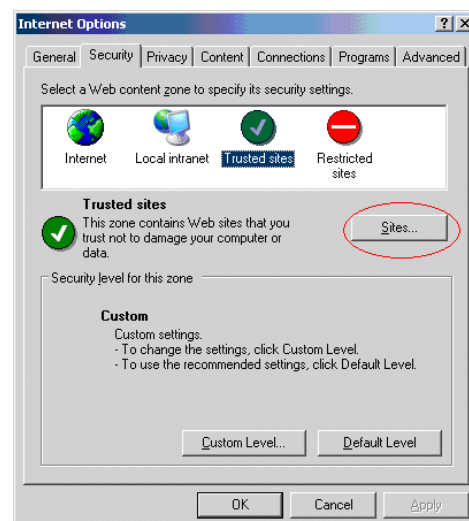
1. Internet explorer 7.0 or higher

2. List the CalREDIE site URL as a trusted site.

- Open your IE browser.
- Select "Tools"
- Select "Internet Options"



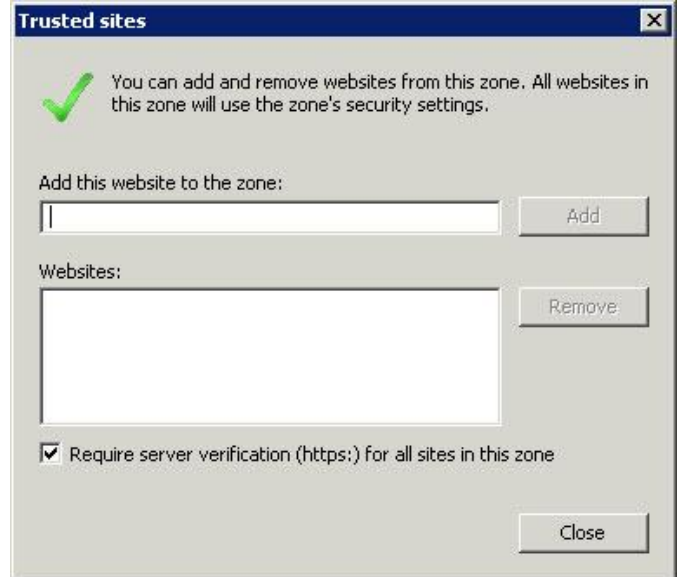
- Click "Security" tab
- Select "Trusted Sites"
- Click "Sites"



- a. Enter the CalREDIE URLs in the “Add this Web site to the zone” box.

<https://calredie.cdph.ca.gov>
<https://calrediestaging.cdph.ca.gov>

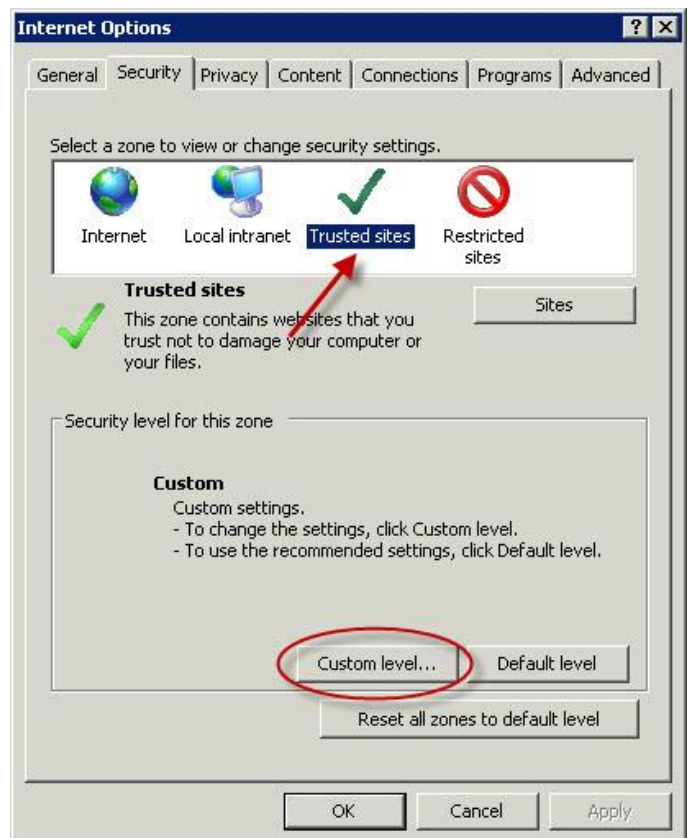
- b. Click “Add”
- c. Click “OK”



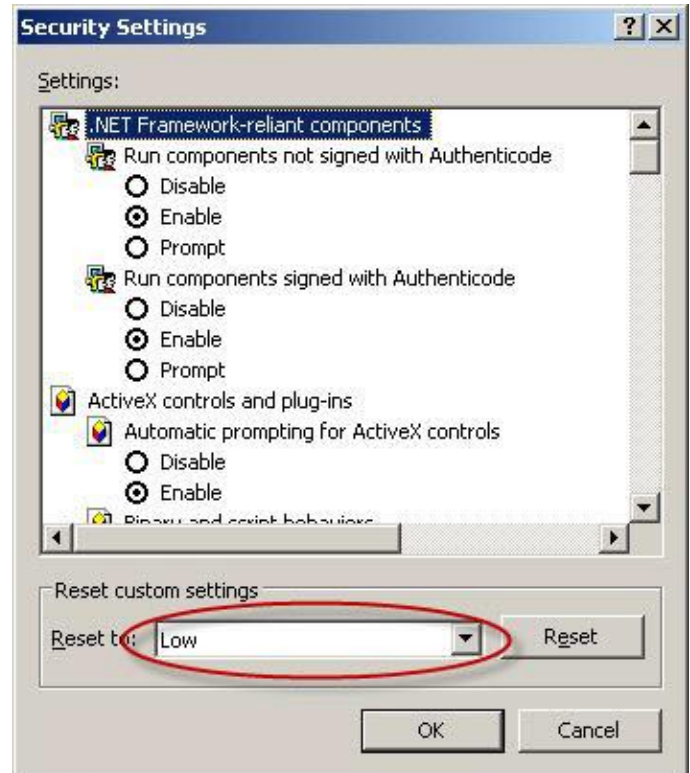
3. Enable Active X and Javascript for the trusted sites

- a. From the security tab used above, click “Trusted Sites”
- b. Click “Custom Level”

(Please note: The following Security Settings only apply to secure websites listed as Trusted Sites)

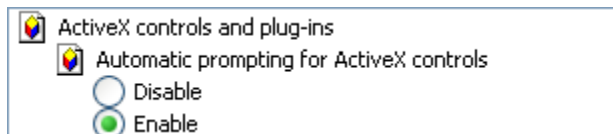


- a. Select "Low" from the drop-down
- b. Click "Reset"

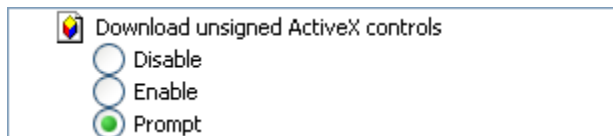


Set the following:

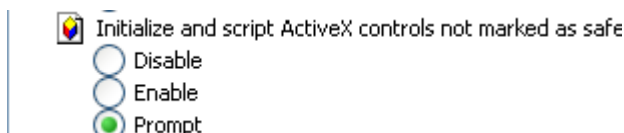
ActiveX controls and plug-ins → Automatic prompting for ActiveX Controls → **ENABLE**



ActiveX controls and plug-ins → Download unsigned ActiveX Controls → **PROMPT**



**ActiveX controls and plug-ins → Initialize and script ActiveX Controls not marked as safe
→ **PROMPT****



Downloads → Automatic prompting for file downloads → ENABLE

Downloads

Automatic prompting for file downloads

☐ Disable

☒ Enable

Miscellaneous → Allow scripting of Internet Explorer Web Browser Control → ENABLE

Allow scripting of Internet Explorer Webbrowser control

☐ Disable

☒ Enable

Miscellaneous → Allow script-initiated windows without size or position constraints → ENABLE

Allow script-initiated windows without size or position constraints

☐ Disable

☒ Enable

Miscellaneous → Display Mixed Content → ENABLE

Display mixed content

☐ Disable

☒ Enable

☐ Prompt

Miscellaneous → Use Pop-up Blocker → DISABLED

Use Pop-up Blocker

☒ Disable

☐ Enable

Miscellaneous → Websites in less privileged web content zone can navigate into this zone → ENABLE

Websites in less privileged web content zone can navigate into this zone

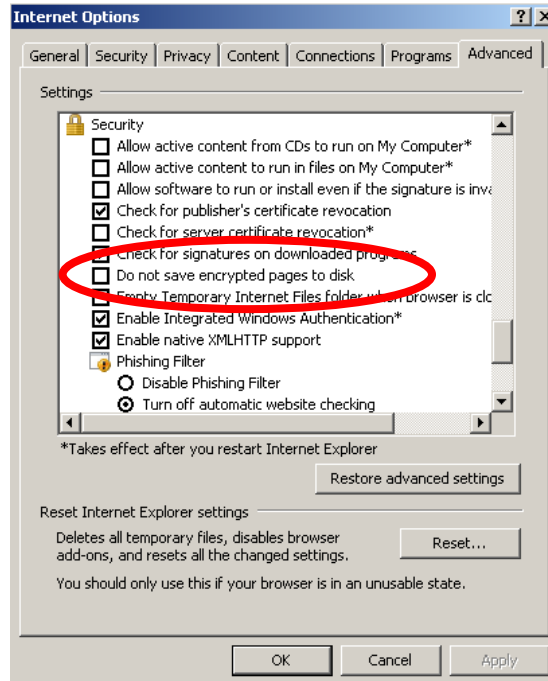
☐ Disable

☒ Enable

☐ Prompt

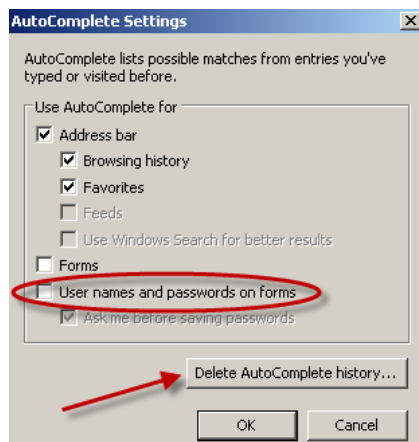
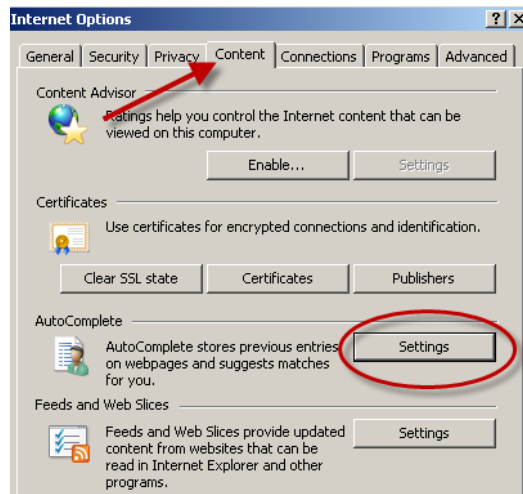
4. Disable Security Setting

- Click "Advanced" tab
- Scroll down under "Security" settings
- Un-check setting "Do not save encrypted pages to disk"
- Click "OK"



5. IE 8 Only – Disable AutoComplete

- Click the "Content" tab
- Under the "AutoComplete" section select "Settings"
- Uncheck "User names and passwords on forms"
- Click the "Delete AutoComplete history" button
- Click "OK"

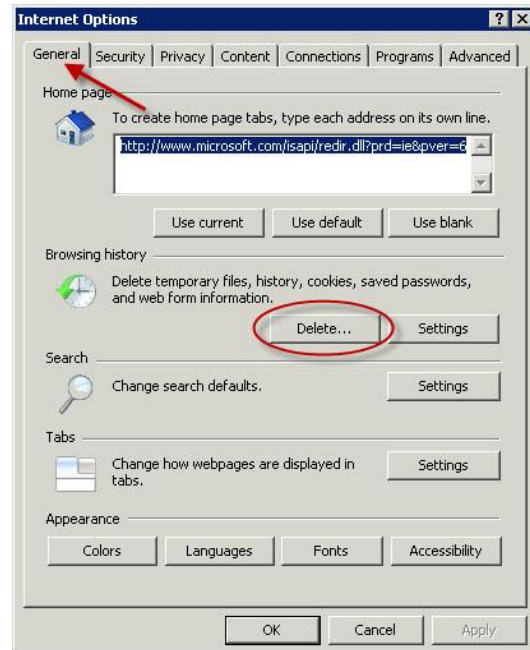
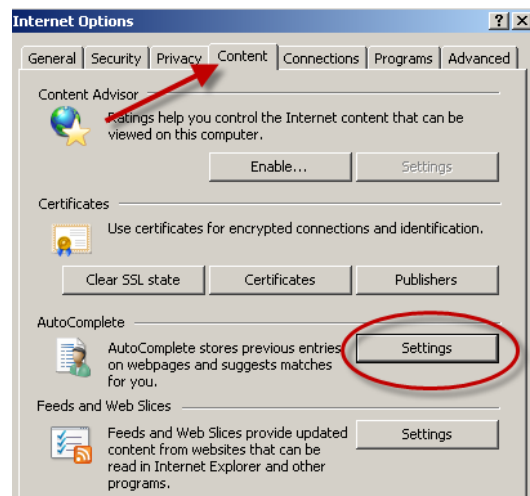
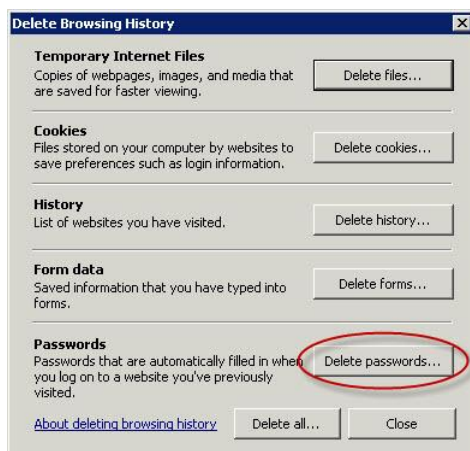


6. IE 7 Only – Disable AutoComplete

- Click the “Content” tab
- Under the “AutoComplete” section select “Settings”
- Uncheck “User names and passwords on forms”
- Click “OK”



- Select the “General” tab
- Click “Delete...”
- Click “Delete passwords”
- Click the “Yes”
- Click “OK”



Windows Requirements

The following Windows settings are required to access CalREDIE:

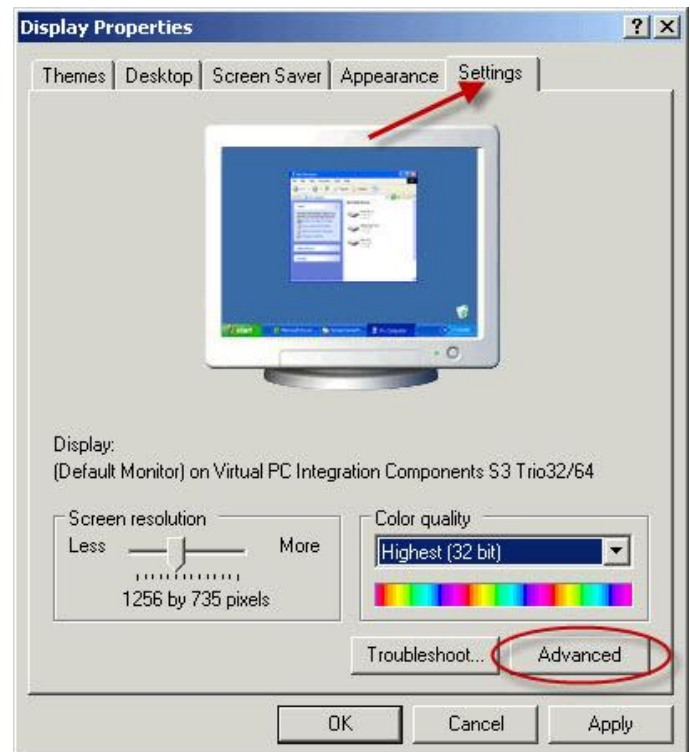
***Please note:** If you are unable to access or change any of these settings please contact your system administrator.

1. Windows XP Only – Set text DPI to 96 DPI

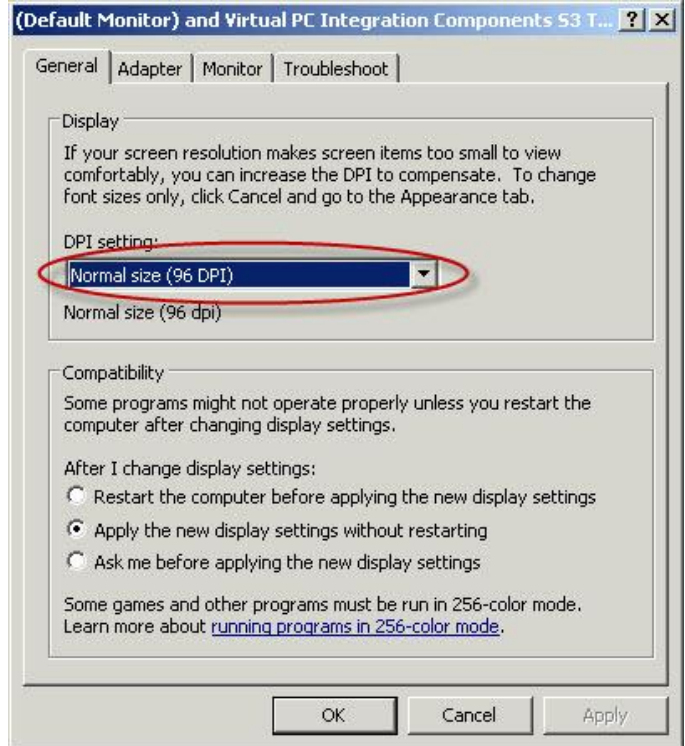
- a. Right-Click your Desktop
- b. Select “Properties”



- a. Click the “Settings” tab
- b. Select “Advanced”



- a. Select “Normal size (96 DPI)”
- b. Click “OK”
- c. Click “Yes” on pop-up window to reboot your computer



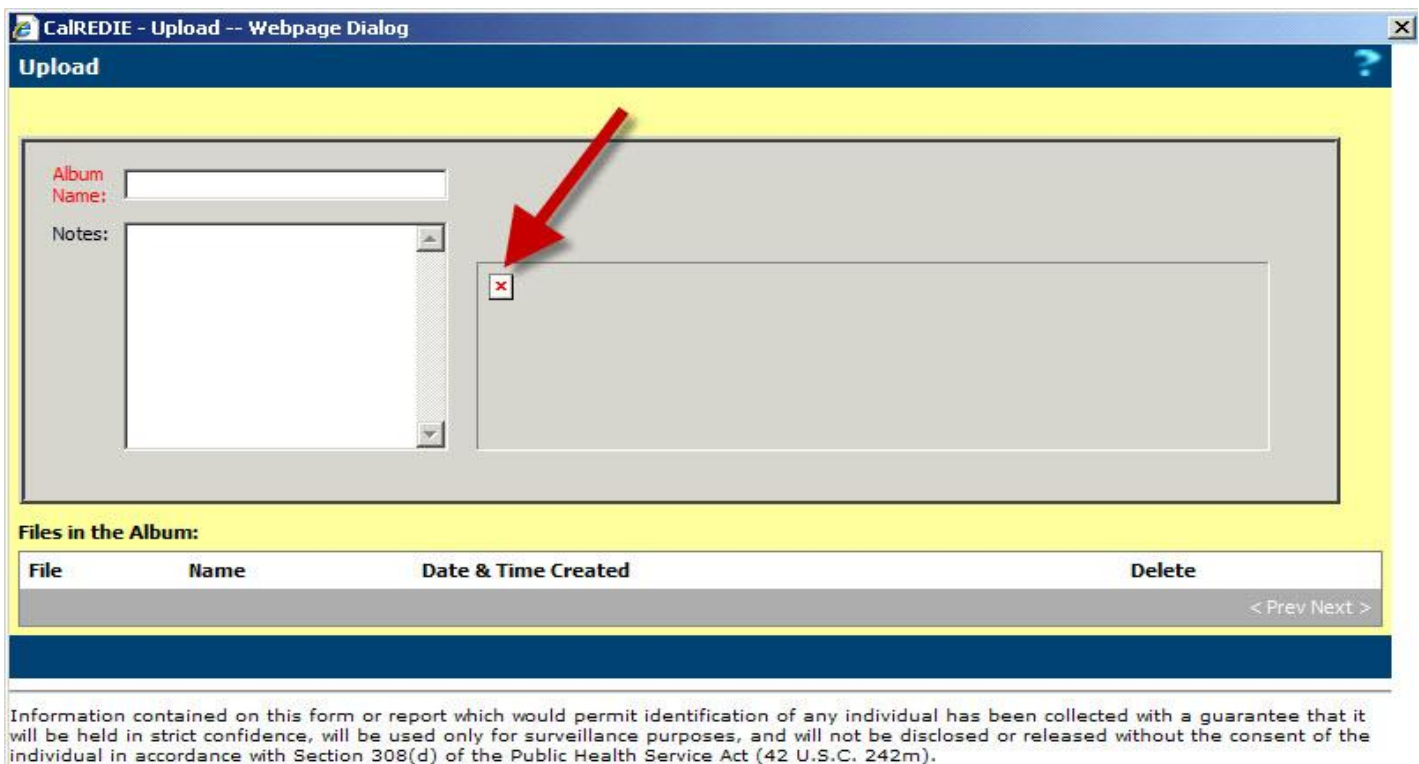
Troubleshooting

The following can help resolve common issues:

***Please note:** If you are unable to access or change any of these settings please contact your system administrator.

1. EFC upload feature is missing.

- a. Verrify you see the Red "X" as shown



CalREDIE - Upload -- Webpage Dialog

Upload

Album Name:

Notes:

Files in the Album:

File	Name	Date & Time Created	Delete
< Prev Next >			

Information contained on this form or report which would permit identification of any individual has been collected with a guarantee that it will be held in strict confidence, will be used only for surveillance purposes, and will not be disclosed or released without the consent of the individual in accordance with Section 308(d) of the Public Health Service Act (42 U.S.C. 242m).

- b. Have your system administrator log into your computer with their Windows account and then let you log into your CalREDIE account.
- c. Navigate through the EFC to the Upload window
- d. The file upload feature should now be present instead of the red "X"
- e. You can now logoff CalREDIE and Windows
- f. Log back into the computer with your normal Windows account
- g. The EFC file upload/scanning will be present from now on